



Department of  
**Veterans Services**

Everything



Veteran



## Annual Report

Fiscal Year 2015-2016

Bill Haslam, Governor

Many-Bears Grinder, Commissioner





Commissioner Many-Bears Grinder presents the Bronze Star Medal to Army Veteran Blake Boswell for his service during the Vietnam War.

# Commissioner's Message

Tennessee Veterans inspire us to improve how we serve this courageous population as the Tennessee Department of Veterans Services (TDVS) and the State of Tennessee. We are motivated to recognize their service and to find ways to connect our customers with resources, services and information that could improve their lives. We are grateful to see the number of Gulf War Veterans grow in our state. Between 2014 and 2015, the number of Gulf War Veterans in Tennessee increased from 166,663 to 177,562 which is an increase of nearly 11,000. In 2015-2016, we reorganized our department, created three Veteran Education Coordinator positions, hired and trained these new employees and watched them positively impact campuses and Student Veteran Organizations statewide. Our Veteran Education Coordinators do not replace or compete with school certifying officials designated to help student Veterans connect with their education benefits. We also do not compete with the State Approving Authority (SAA) at the Tennessee Higher Education Commission (THEC) in reviewing and auditing campuses to ensure state and federal regulations and laws regarding educational benefits are being implemented. Instead, our Veteran Education Coordinators (VEC) meet with campus staff and faculty to discuss the culture, language, transitional challenges and best practices to recruit, retain and support student Veterans through to graduation. Many of our campus partners want to do more to recruit and support student Veterans, but want and need collaboration to create or improve programs and services. These new employees also meet and collaborate with Student Veteran Organizations and perspective Student Veteran Organizations to problem solve and establish initiatives to increase student Veteran engagement and positively influence each campus to the benefit of the entire student body population.

As you turn the pages of our TDVS Annual Report you will see that we are continuing with claims assistance in our field offices, appeal representation through our Appeals Division and burial benefits at our State Veterans Cemeteries. Veterans of all eras motivate us to move towards "Everything Veteran" as we continue to transform to the benefit of the population we serve.



Department of  
**Veterans Services**

#### Cover photo:

Groundbreaking of the future Tennessee State Veterans Cemetery at Parkers Crossroads on October 12, 2016.

## DIRECTORY

Tennessee Department of  
Veterans Services  
312 Rosa L. Parks Avenue  
13th Floor  
Nashville, TN 37243  
**615-741-2345**

**Commissioner**  
Many-Bears Grinder  
**615-741-1959**

**Deputy Commissioner**  
Mark Breece  
**615-741-4951**

**Assistant Commissioner**  
**West**  
Matt Van Epps  
**731-423-6569**

**Assistant Commissioner**  
**East**  
Lorenza Wills  
**865-594-9404**

**Assistant Commissioner**  
**Appeals/Middle**  
Travis Murphy  
**615-695-6331**

**Assistant Commissioner**  
**Intergovernmental and  
External Relations**  
Yvette Martinez  
**615-253-7770**

**Training Division**  
**615-907-4608**

**Constituent Services**  
**615-770-1907**

# TDVS Field Offices

## West Tennessee

**Jackson**  
225 Dr. M.L. King Dr., Rm 110 **731-423-5614**

**Memphis**  
VA Medical Center  
1030 Jefferson Ave., Rm CEG 22 **901-577-7673**

**Fort Campbell**  
5668 Wickham Ave. **931-431-3784**

## Middle Tennessee

**Murfreesboro**  
VA Medical Center, Alvin C. York  
Building 7, Rm G-39 **615-849-0736**

**Nashville**  
VA Medical Center  
1310 24th Ave. South  
Rm G116/G117/G118 **615-741-9875**

**Appeals Division** **615-695-6385**  
110 9th Avenue S., Nashville  
Room C-166

## East Tennessee

**Chattanooga**  
5726 Marlin Road, Suite 513 **423-634-6488**

**Knoxville**  
601 S. Concord St., Suite 108 **865-594-6158**

**Mountain Home**  
VA Medical Center  
Building 69, Rm H115 **423-434-3008**



# Tennessee State Veterans Cemeteries

The Tennessee Department of Veterans Services maintains and manages four State Veterans Cemeteries



## **East Tennessee State Veterans Cemetery**

5901 Lyons View Pike  
Knoxville, TN 37919  
865-577-3228  
ETSV.Cemetery@tn.gov  
*Established in August 1990*

## **East Tennessee State Veterans Cemetery**

2200 E. Gov. John Sevier Hwy 168  
Knoxville, TN 37920  
865-577-3228  
ETSV.Cemetery@tn.gov  
*Established in August 2011*  
*\*Pre-Registration for burial option available*

## **West Tennessee State Veterans Cemetery**

4000 Forest Hill/Irene Road  
Memphis, TN 38125  
901-543-7005  
WTSV.Cemetery@tn.gov  
*Established January 1992*  
*\*Pre-Registration for burial option available*

## **Middle Tennessee State Veterans Cemetery**

7931 McCrory Lane  
Nashville, TN 37221  
615-532-2238  
MTSV.Cemetery@tn.gov  
*Established January 1993*  
*\*Pre-Registration for burial option available*

Find out more at:  
<http://tn.gov/veteran/topic/veteran-burial-benefits>





## Tennessee State Veterans Cemetery at Parkers Crossroads

In June, 2014, the Tennessee Department of Veterans Services (TDVS) in partnership with Governor Bill Haslam, State Representative Steve McDaniel, State Senator Dolores Gresham and the West Tennessee State Veterans Cemetery Steering Committee purchased 132 acres of land for the future Tennessee State Veterans Cemetery at Parkers Crossroads.

The property located at 693 Wildersville Road in Parkers Crossroads, Tennessee, will include an enclosed committal chapel for funeral services, in-ground concrete crypts for casketed remains, columbariums for cremated remains and a kiosk to allow visitors to easily locate graves during and after business hours.

In June, 2016, the National Cemetery Administration (NCA) approved the department's design and site preparation for the future cemetery. In August, 2016 the NCA formally awarded the department \$5,754,802 for the construction of the future Tennessee State Veterans Cemetery at Parkers Crossroads which is estimated to serve more than 45,000 Veterans and eligible dependents in 17 counties.

On October 12, 2016, the department and our partners broke ground on the first rural State Veterans Cemetery which is estimated to open in spring 2018.

Pre-registrations for burial will not be offered for this cemetery until 90 days before completion of construction.



From left to right: Committee Chairman Chris Dangler, Mayor Kenneth Kizer, Mayor Dan Hughes, State Senator Dolores Gresham, State Representative Steve McDaniel, Governor Bill Haslam, Commissioner Many-Bears Grinder, U.S. Congressman Marsha Blackburn, U.S. Congressman Stephen Fincher, Assistant Commissioner Matt Van Epps



More than 400 community members attended the groundbreaking, to include members of the Friends of the Tennessee State Veterans Cemetery at Parkers Crossroads formerly known as the West Tennessee State Veterans Cemetery Steering Committee.



# Pristine Foundations

Since 2010, the Tennessee Department of Veterans Services has applied for and received more than \$22 million to establish, improve and expand Tennessee State Veterans Cemeteries. Additional cemeteries decrease travel time and expenses for Veterans and family members when visiting their loved ones. Cemetery improvements such as the addition of columbariums and crypts increase burial options for Veterans and their eligible dependents.

Year	Location	Project	Amount
2010-2011	Knoxville	Construction of East Tennessee State Veterans Cemetery-John Sevier	\$4,600,000.00
2012-2013	Memphis	Raise, realignment and clean headstones at West Tennessee State Veterans Cemetery	\$2,796,868.00
2015-2016	Memphis	Expansion of West Tennessee State Veterans Cemetery (installation of crypts and columbarium)	\$5,891,835.00
2016-2017	Parkers Crossroads	New Construction	\$5,754,802.00
2016-2017	Nashville	Expansion project at Middle Tennessee State Veterans Cemetery (to include crypts and columbariums)	\$3,271,399.00
<b>Total</b>			<b>\$22,314,904.00</b>



Columbariums



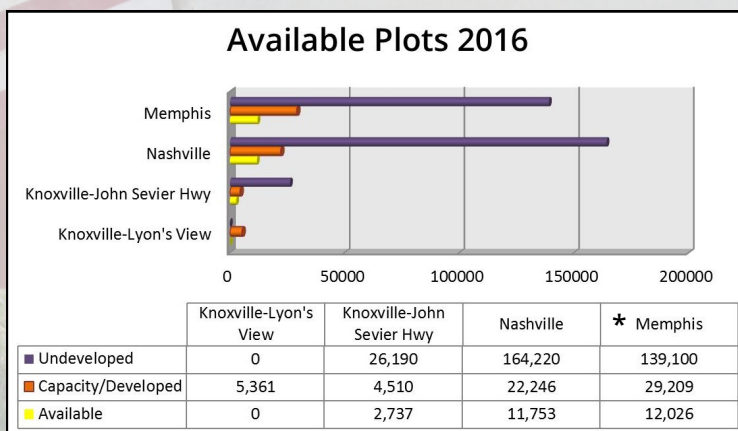
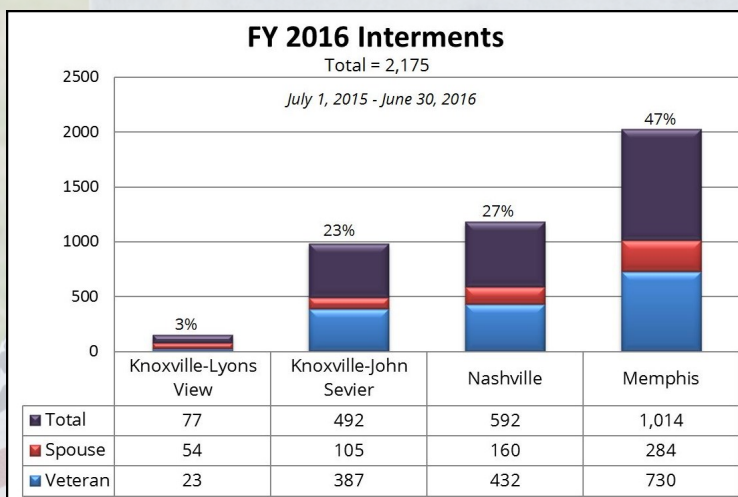
Crypts



# Reverence and Dignity

The Tennessee Department of Veterans Services conducted 2,175 interments in fiscal year 2016. The West Tennessee State Veterans Cemetery (WTSVC) in Memphis conducts the majority of interments.

Since 2010, the department has received more than \$22 million in federal grants to build, improve and expand Tennessee State Veterans Cemeteries. Improvements include a \$5.8 million federal grant project to install crypts and columbariums at the West Tennessee State Veterans Cemetery in fiscal year 2016. Concrete crypts decrease grave collapses and reduce manpower and operational costs.

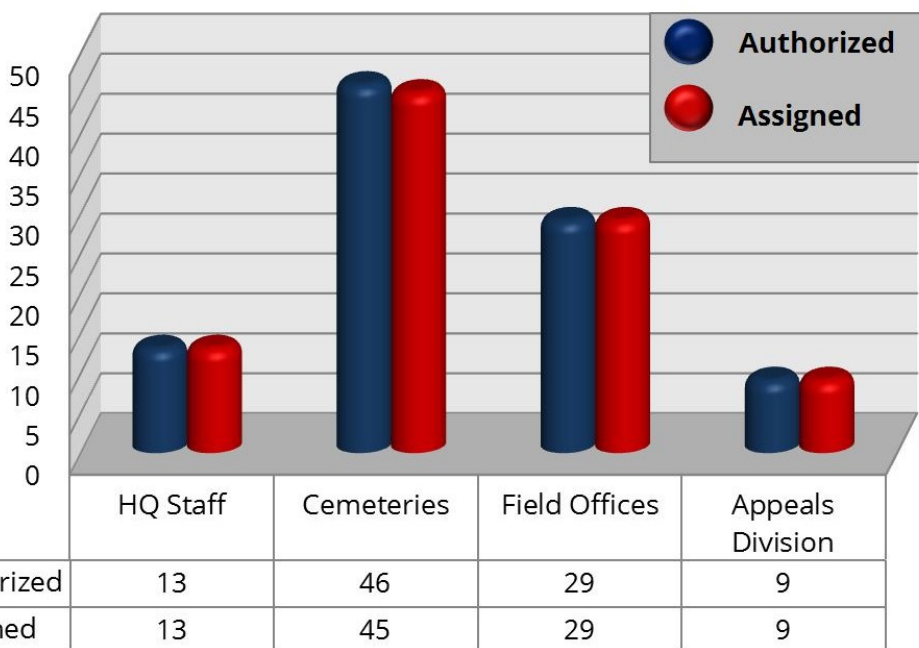


\* Previous data for the West Tennessee State Veterans Cemetery was calculated based on traditional casketed burials. Due to the improvement project in 2016, new calculations include the use of columbariums and crypts.



# Employees Committed to Excellence

Full-time Employees FY 2016  
June 30, 2016



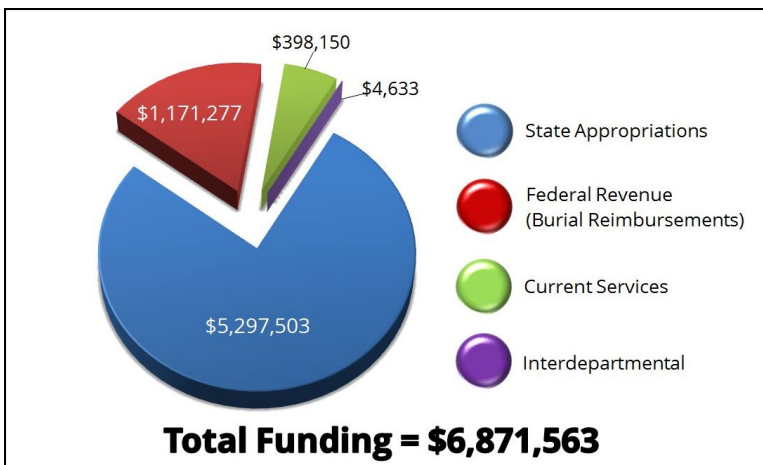
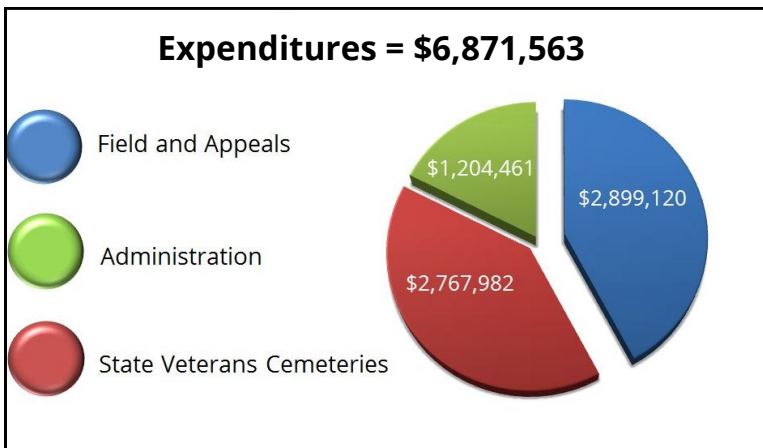
- The Tennessee Department of Veterans Services is authorized to have 97 employees.
- 96 of those positions are filled.
- 46% of department employees maintain four State Veterans Cemeteries.
- 30% in field offices to serve Veterans and dependents in 95 counties.
- 9% review claims and provide appellate advocacy in the Appeals Division.
- 14% are included in the department's headquarters staff and executive staff.
- The TDVS Training Division was established in 2014 and now includes 2 dedicated Training Officers to offer state mandated training to employees and County Service Officer partners in 94 counties. The state mandated training for County Service Officers includes 4 quarterly proficiency training sessions, introductory to claims assistance training, annual certification testing and accreditation testing.

# Making A Difference



The Tennessee Department of Veterans Services approved budget for fiscal year 2016 was 6.8 million dollars. The department serves more than 503,000 Veterans in 95 counties:

- advocacy in the Appeals Division;
- burial services at four State Veterans Cemeteries;
- claims assistance in field offices;
- collaboration with higher education campuses to support student Veterans;
- training for employees and County Service Officer partners;
- legislative services to build relationships with legislators and track Veteran legislation;
- constituent services to connect customers with resources.





# Veteran Education Milestones

- In 2015, the Tennessee Department of Veterans Services (TDVS) reorganized and created three Veteran Education Coordinator positions.
- Veteran Education Coordinators primarily partner with higher education staff and faculty to collaborate to improve recruiting, retention and support student Veterans through to graduation.
- Additionally, this role partners with Student Veteran Organizations and prospective Student Veteran Organizations to collaborate regarding engagement and strategy to create an integrated and impactful community.
- Coordinators also offer campus training regarding military culture, language, transitional challenges and best practices used to overcome challenges.
- In 2016, the department hosted three regional Veteran Education Academies to train campus staff and faculty at 44 campuses across the state.
- Additionally, the department hosted the second statewide Student Veteran Organization Summit which included 19 campus partners.
- TDVS also partners with the Tennessee Higher Education Commission (THEC), the United States Department of Veterans Affairs (VA) and the Tennessee National Guard to ensure students, staff, faculty and campus leaders are informed in regards to updated educational benefit information.



West Tennessee  
Veteran Education Coordinator  
Chris Fears



East Tennessee  
Veteran Education Coordinator  
Gregg Crawford



# Veteran Education Snapshot

The American Community Survey conducted by the United States Census Bureau indicates there are 133,498 Veterans and Service Members in Tennessee with some college, but no degree and 152,758 Veterans and Service Members with an Associates Degree or higher.

According to the United States Department of Veterans Affairs (VA), there are 9,742 Veterans, Service Members and Reservists using GI Bill benefits and tuition assistance at Tennessee institutions.

As of summer 2016:

Institutions	Veterans Enrolled	Service Members and Reservists Enrolled
Public (4 year)	2,450	313
UT System	943	125
Private (non-profit)	1,552	124
Private (for-profit)	2,291	191
Community Colleges	1,212	154
TN Colleges of Applied Technology Campuses	358	23
Non-Categorized	3	3
<b>Total</b>	<b>8,809</b>	<b>933</b>

In 2014, the Tennessee Veterans Education Transition Support (VETS) Act established in-state tuition for eligible Veterans and also created the VETS Campus certification. This designation requires campuses to meet seven criteria that demonstrate outreach to student Veterans and successful services to create a supportive environment. In 2016, there were 19 approved VETS Campuses in the state.

## NextChapterTN.gov



## Customer Service Accomplishments

Since 2011, TDVS has met with 95 county mayors and county leaders which has increased the number of County Service Officer partners from 81 to 94 in 2016.

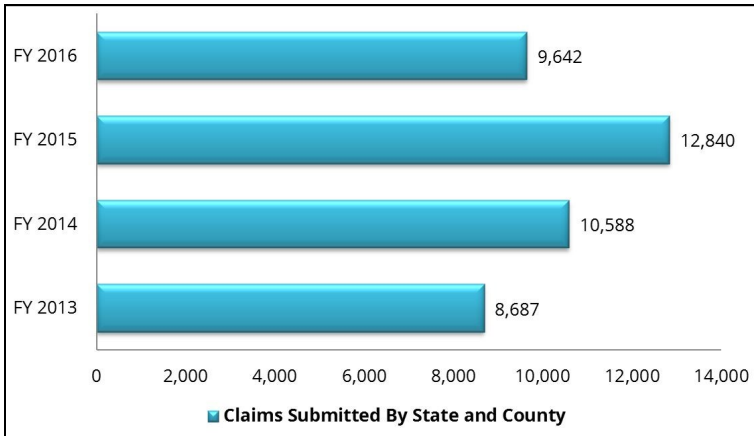
In 2014, the department started the process of filing digital claims which decreased the number of days to file from 7 to 10 to 1 day. All TDVS field offices are filing electronically and 89 percent of County Service Offices are now filing digital claims.

Since 2013, combined efforts of TDVS field offices and County Service Offices has resulted in more than 41,000 claims filed and more than 6.6 billion dollars in tax-free federal benefits for Tennessee Veterans and their families.

Tennessee is one of only 15 states initially invited to participate in the Digits-to-Digits (D2D) Initiative which is a collaborative effort between the department, the United States Department of Veterans Affairs (VA), VetraSpec and the Veterans Benefits Management System (VBMS).

In November 2015, the department began participation in the pilot program with 32 form submissions. In June 2016, the department attempted more than 1,000 submissions with nearly 80 percent of those resulting in a successful transmission.

This D2D process can decrease the time it takes to get claims to the VA for review by 2 weeks.



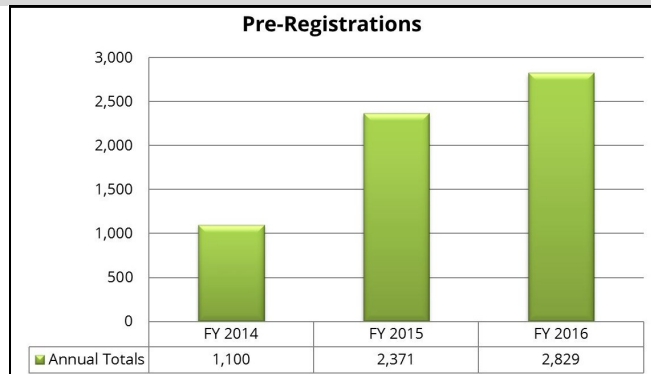


# Customer Service Innovation

In July 2013, the department launched online pre-registrations for burials in three of the Tennessee State Veterans Cemeteries. This secure resource allows Veterans and eligible dependents to complete the verification of eligibility prior to a tragic loss. Since 2013, the number of online pre-registrations has more than doubled. 6,300 Tennessee Veterans and their eligible dependents are pre-registered for burial.

TDVS has also reduced the response time for pre-registrations from 4 to 6 weeks to less than 2 weeks.

[tn.gov/Veteran](http://tn.gov/Veteran)

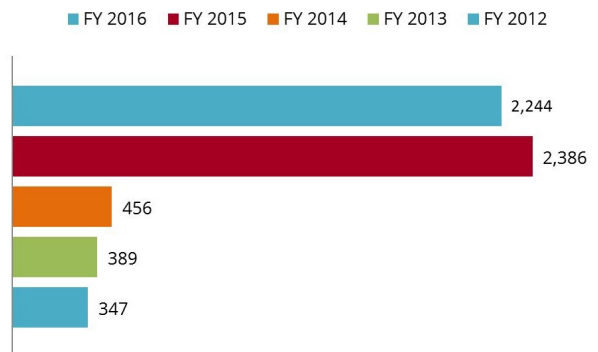


## Customer Service Improvements

- The existing Constituent Services process was established in 2012 to create consistency in services for customers across the state.
- The process revealed trends and led to the hiring of the first dedicated department Constituent Services Representative in 2014.
- Since Fiscal Year 2012, the department has responded to 5,822 inquiries.
- The average inquiry is resolved within less than two days.
- Customer inquiries involving Veteran education, jobs and business resources increased the department's partnerships and focus.



## Constituent Inquiries

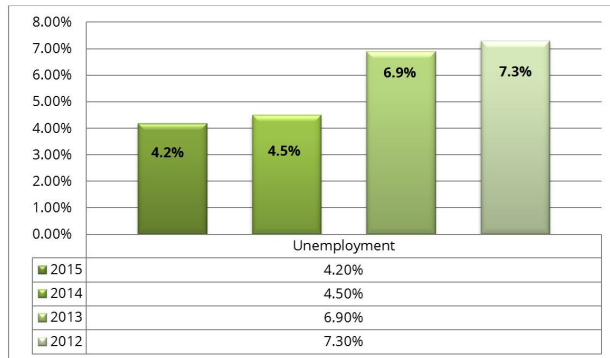




# Veteran Focused Partnerships

According to the U.S. Department of Labor, the Tennessee Veteran unemployment rate has steadily decreased from **4.5%** in 2014 to **4.2%** in 2015.

In 2016, there were **12,832** Tennessee Veterans registered to connect with jobs across the state on Jobs4TN which is managed by the Tennessee Department of Labor and Workforce Development.



Job seekers and employers register at:

**Job4TN.gov**



Since 2013, the Tennessee Department of Safety and Homeland Security has issued **32,103** Veteran designated driver licenses and identification licenses.

Veterans must visit a Driver Service Center and present a certified or original copy of their Department of Defense Form 214 (DD-214) to receive the special designation.

All issuance or renewal fees apply.

To find the Driver Service Center near you:

**tn.gov/safety**

The Highways for Heroes mobile unit travels the state to issue Veteran designated driver licenses and Commercial Driver Licenses (CDL) to eligible Veterans and Service Members.

Since the 2013, **2,378** CDL's have been issued to eligible Veterans.

Visit the web address below to find out more about eligibility and how to bring the mobile unit to your community.



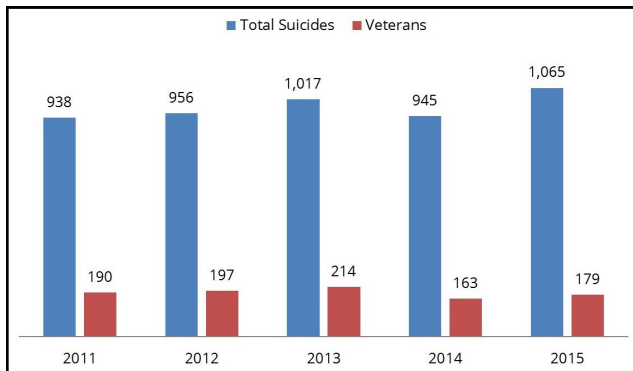
Highways for Heroes:

**tn.gov/safety/topic/h4h**



# Veteran Focused Partnerships

Every life lost to suicide is a tragedy and according to the Tennessee Department of Health 4,578 Veterans have committed suicide since 1990.



The number of Veteran suicides increased from **163** in 2014 to **179** in 2015.

**For assistance call:**

**855-Crisis-1 or 855-274-7417**

Tennessee Department of Mental Health and Substance Abuse Services

Visit **SuicidePreventionLifeline.org** to learn more and chat online or call **1-800-273-8255** and **Press 1** or send a text message to **838255** for confidential support 24/7.

*The Veterans Crisis Line is a United States Department of Veterans Affairs (VA) resource.*

There are currently **3** Veteran Treatment Courts and **29** Recovery Courts across the state assisting justice involved Veterans with rehabilitation and connections with resources to get their lives back on track.

In 2016, there were 264 criminal justice involved Veterans participating in Recovery Courts statewide, to include 27 women and 237 men. The Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS), as well as federal, local and other state departments, to include TDVS, assist Veterans involved in these court programs.



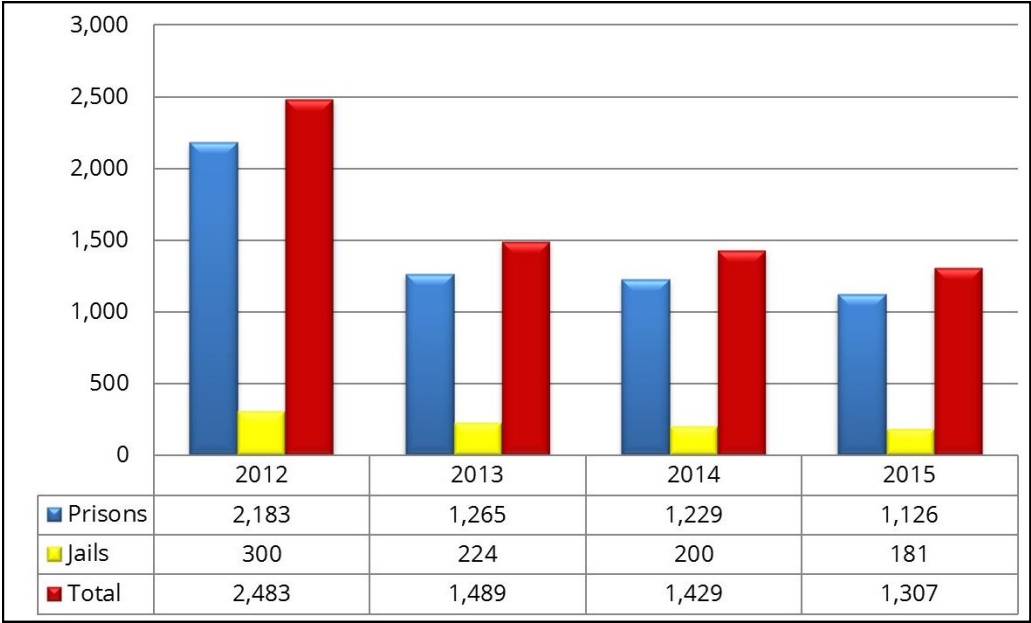
According to TDMHSAS, **57%** of justice involved Veterans have served in at least one combat deployment.

**[tn.gov/behavioral-health/topic/criminal-justice-services](http://tn.gov/behavioral-health/topic/criminal-justice-services)**

# Veteran Focused Partnerships



According to the Tennessee Department of Correction, the number of Veterans incarcerated in state prisons and county jails has steadily decreased since 2012.



## Veterans In Law Enforcement



There are **2,634** Veterans working for the State of Tennessee to include **628** in the Tennessee Department of Correction, **323** in the Tennessee Department of Safety and Homeland Security and **48** at the Tennessee Bureau of Investigations.

[tn.gov/correction/topic/tdoc-employment-veterans-recruiting-program](https://www.tn.gov/correction/topic/tdoc-employment-veterans-recruiting-program)

<https://www.tn.gov/veteran/article/state-recruiting-departments>



# Tennessee State Veterans Homes Quality of Life

There are more than 503,000 Tennessee Veterans and more than 218,000 are over the age of 65 years old which is 43% of the state's Veteran population.

There are currently four Tennessee State Veterans Homes (TSVH) to serve the aging Veteran population.

The Tennessee Department of Veterans Services serves as the liaison between the state and the Homes. The Governor appoints the members of the Tennessee State Veterans Home Board (TSVHB). TDVS Commissioner and the Commissioner for Finance and Administration serve as ex-officio voting members of the Board.

- The homes are self-sustaining, but are built with federal, state and local funding.

Tennessee State Veterans Home  
345 Compton Road  
Murfreesboro, TN 37130  
**615-895-8850**

W.D. "Bill" Manning  
Tennessee State Veterans Home  
2865 East Main Street  
Humboldt, TN 38343  
**731-784-8405**

Ben Atchley  
Tennessee State Veterans Home  
One Veterans Way  
Knoxville, TN 37931  
**865-862-8152**

## tsvh.org

In December 2015, the Brigadier General Wendell H. Gilbert Tennessee State Veterans Home started admitting residents. The new facility was dedicated on January 11, 2016.

Brigadier General  
Wendell H. Gilbert  
Tennessee State  
Veterans Home  
250 Arrowood Drive  
Clarksville, TN 37042  
**(931) 245-4700**

From left to right: Mayor Jim Durrett, Rep. Joe Pitts, Speaker Pro Tem Curtis Johnson, Rep. Jay Reedy, Brigadier General Wendell H. Gilbert, Governor Bill Haslam, Sen. Mark Green, Mayor Kim McMillan



# Future Tennessee State Veterans Homes Planning for Tomorrow



Design photos of the future Bradley County Tennessee State Veterans Home courtesy of Lewis Group Architects

On March 11, 2016, the State of Tennessee accepted 28.29 acres located at 1960 Westland Drive in Cleveland, Tennessee for the future Bradley County Tennessee State Veterans Home. The land formally accepted from Robert Wright, Steve and Thomas Williams and American Legion Post 81 was donated for the future project. The future 23,221 square foot facility includes 108 beds and is estimated to cost \$40,345,020 to build. Local and state funding is combined to fund 35 percent of the construction project and 65 percent is funded through federal dollars.



Steve and Thomas Williams  
Photo is courtesy of the  
Cleveland Banner.



Representative Kevin Brooks  
and Mayor Tom Rowland  
Photo is courtesy of the  
Cleveland Banner.

The City of Cleveland and Bradley County have each donated \$2,010,010. State appropriations for the project are \$7,100,000. An anonymous donor contributed \$3,000,000 for the project. Representative Kevin Brooks and the Southeast Tennessee Veterans Home Council maintain an unwavering commitment to continue to raise local awareness and funding. An estimated \$26,225,000 in federal funding is needed to begin construction. The future project is currently number 66 on the Fiscal Year 2016 United States Department of Veterans Affairs (VA) State Home Construction Grants Priority 1 list. There is no timeline on when federal funding could be received.

On June 29, 2016, the Tennessee Department of Veterans Services (TDVS) purchased 28.65 acres at 11293 Memphis Arlington Road in Arlington, Tennessee through an interdepartmental payment of \$380,000 between TDVS and the Department of Intellectual Developmental Disabilities. The future facility is planned to include 144 beds and is expected to cost \$70,000,000 to build. Senate Majority Leader Mark Norris has been a lead partner raising local awareness, local funding and state support. Local, state and federal funding are pending.



Senate Majority Leader Mark  
Norris and Commissioner Many-  
Bears Grinder





# Casualties

## Remembering the Fallen

### Fallen Heroes July 2015-June 2016

**Thomas Sullivan**  
Gunnery Sergeant  
United States  
Marine Corps  
KIA  
July 16, 2015

**David Wyatt**  
Staff Sergeant  
United States  
Marine Corps  
KIA  
July 16, 2015

**Carson Holmquist**  
Sergeant  
United States  
Marine Corps  
KIA  
July 16, 2015

**Randall Smith**  
Petty Officer Second  
Class  
United States Navy  
Injured  
July 16, 2015  
Died  
July 18, 2015

**Squire K.P. Wells**  
Lance Corporal  
United States  
Marine Corps  
KIA  
July 16, 2015

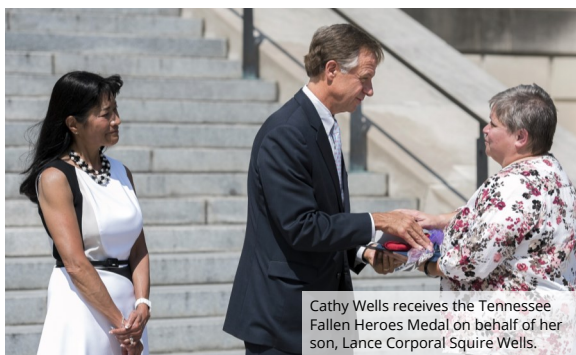
On Thursday, July 16, 2015, a gunman shot and killed four Marines, wounded two other Service Members and one Chattanooga police officer. The shooter was killed during the attack on the Combined Armed Forces Recruiting Center and at the Naval Operational Support Center and Marine Corps Reserve Center where Gunnery Sergeant Thomas Sullivan, Staff Sergeant David Wyatt, Sergeant Carson Holmquist and Lance Corporal Squire Wells were shot and killed. Petty Officer Second Class Randall Smith was also shot at the Reserve Center and later died from his injuries on July 18, 2015.



On February 29, 2016 the Tennessee General Assembly invited Sailors and Marines to participate in somberly recognizing the ultimate sacrifice of Sullivan, Wyatt, Holmquist, Smith and Wells through a resolution of remembrance drafted by State Senator Bo Watson.



On May 27, 2016, Governor Bill Haslam and TDVS Commissioner Many-Bears Grinder memorialized seven Service Members to include the five Service Members killed in the Chattanooga shootings.



Cathy Wells receives the Tennessee Fallen Heroes Medal on behalf of her son, Lance Corporal Squire Wells.



# Casualties

## Remembering the Fallen



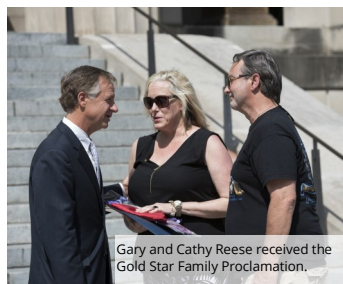
**Fallen Heroes**  
**July 2015-June 2016**

**Alexander Bonnyman**  
First Lieutenant  
United States  
Marine Corps  
KIA  
November 22, 1943  
Laid to rest  
September 27, 2015

**Bailey Keeton, Jr.**  
Sergeant  
United States Army  
MIA  
December 2, 1950  
Laid to rest  
June 25, 2016

In 2012, the Tennessee Department of Veterans Services (TDVS) developed a standard operating procedure for casualty assistance and notifications to ensure surviving family members and federal casualty officers receive consistent support and assistance from the State of Tennessee.

- TDVS also ensures surviving family members are aware of the services available at the Tennessee State Veterans Cemeteries as well as other federal and state survivor benefits.
- TDVS has presented fifteen Tennessee Fallen Heroes Medals since the law designating the new honor went into effect in July 2011.
- Since the implementation of the new policy, the department has assisted 27 families of service members to include World War II Congressional Medal of Honor recipient Marine First Lieutenant Alexander Bonnyman.
- On May 27, 2016, Governor Bill Haslam presented the Gold Star Family Proclamation to the surviving family members of Sergeant Gary "Lee" Reese who was killed on August 13, 2005 when the Humvee he was riding in, struck an improvised explosive device (IED) in northeastern Iraq.



Gary and Cathy Reese received the Gold Star Family Proclamation.



Surviving family members and escorts for seven Service Members memorialized on May 27, 2016.

# Federal Benefits At A Glance

# BENEFITS



The Tennessee Department of Veteran Services (TDVS) is a state department that specializes in offering claims assistance to Veterans and their dependents at no charge. TDVS also trains County Service Officer partners to offer high-quality claims assistance for free. The department does not administer benefits, determine disability benefits and does not staff, manage or maintain any VA Medical Centers or Clinics, which are federal facilities.

The United States Department of Veterans Affairs (VA) determines eligibility and administers federal benefits to Veterans and their eligible dependents to VA Healthcare, Disability Compensation Benefits, VA Pensions, Death Pension Benefits, GI Bill Benefits, Vocational Rehabilitations and Employment (VR&E) and VA Home Loans.

For a full list of federal benefits and updates visit:

<http://www.va.gov/>

VA Benefits	National	Tennessee
Number of Veterans	21,681,000	503,675
Number of Veterans Receiving Disability Compensation	4,168,774	104,365
Number of Veterans Receiving Pension	295,078	8,054
Number of Dependency & Indemnity Compensation (DIC) Beneficiaries	387,375	10,640
Number of Death Pension Beneficiaries	206,376	6,528
Number of Enrollees in VA Health Care System	8,965,923	209,758
Number of Unique Patients Treated	5,958,849	143,136



## Tennessee Veteran Population **503,675**

Wartime: 371,844

Gulf War: 177,562

Vietnam Era: 164,157

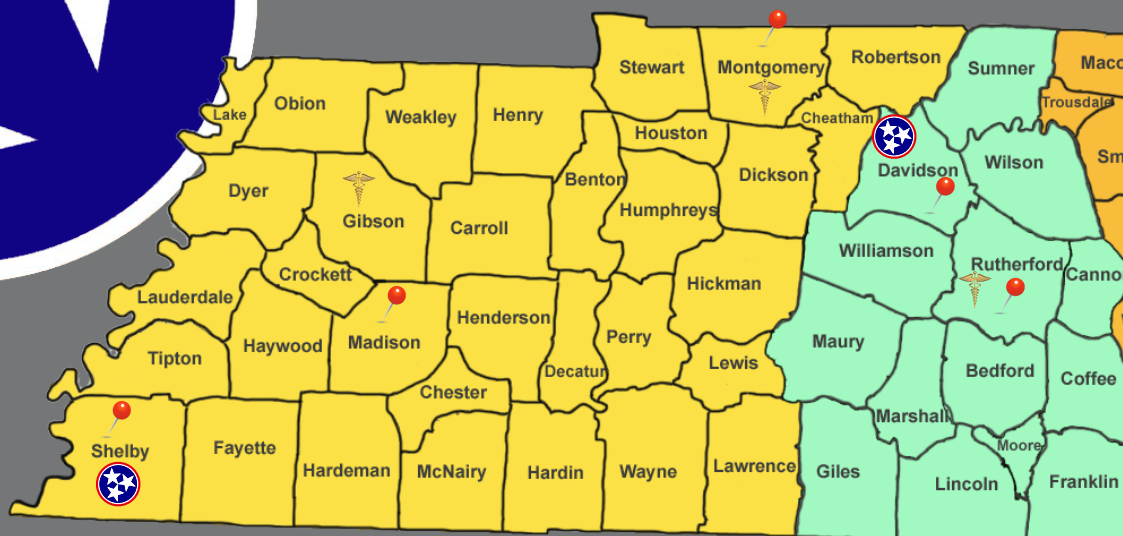
Korean Conflict: 33,917

World War II: 11,892

Peacetime: 128,956

Women: 46,000

Men: 457,675



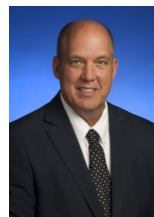
Assistant Commissioner  
West Tennessee  
Matt Van Epps  
731-423-5615  
225 Dr. Martin Luther King Jr.  
Dr., Room 110  
Jackson, TN 38301



Regional Director  
West Tennessee  
Scott Ziegler  
731-286-8344  
631 James H. Rice Road  
Dyersburg, TN 38024  
***Supervises field offices and  
partners with 33 counties.***



Assistant Commissioner  
Appeals Division/Middle  
Tennessee  
Travis Murphy  
615-695-6329  
110 9th Avenue South  
Room C-166  
Nashville, TN 37243

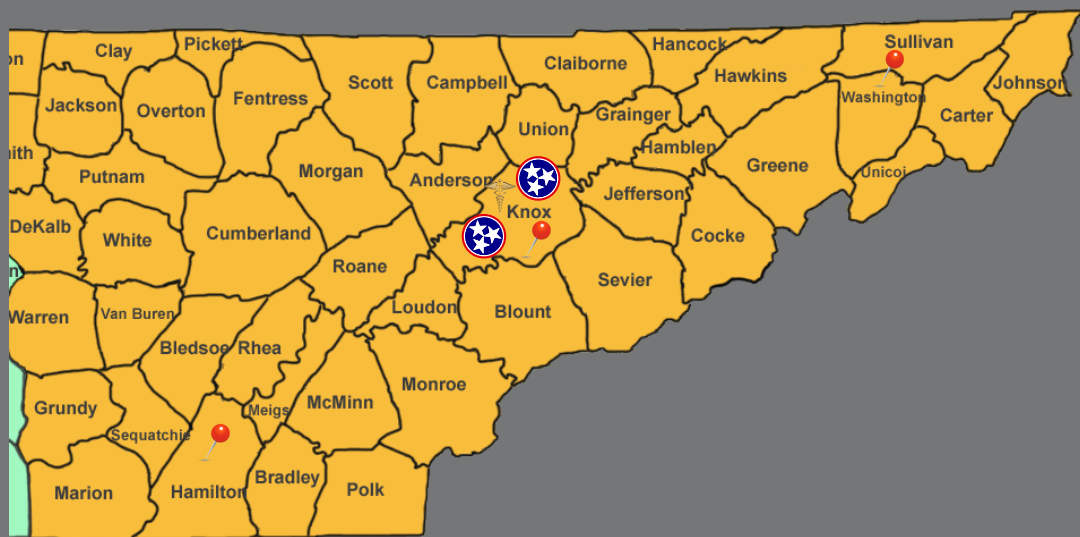


Regional Director  
Middle Tennessee  
George "Mike" Scott  
615-907-4607  
110 9th Avenue South  
Room C-166  
***Supervises field offices and  
partners with 14 counties.***

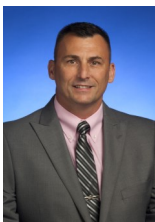
**\*Counties in red do not have a County Service Officer**

COUNTY	VETERAN POPULATION	COUNTY	VETERAN POPULATION	COUNTY	VETERAN POPULATION
ANDERSON	7,838	CROCKETT	1,007	HAMILTON	25,377
BEDFORD	3,249	CUMBERLAND	6,688	HANCOCK	519
BENTON	1,747	DAVIDSON	36,602	HARDEMAN	2,195
BLEDSON	900	DECATUR	1,032	HARDIN	2,343
BLOUNT	11,829	DE KALB	1,316	HAWKINS	5,384
BRADLEY	8,249	DICKSON	4,505	HAYWOOD	1,096
CAMPBELL	2,984	DYER	2,794	HENDERSON	1,988
CANNON	1,023	FAYETTE	3,873	HENRY	3,286
CARROLL	2,945	FENTRESS	1,171	HICKMAN	2,234
CARTER	5,502	FRANKLIN	3,746	HOUSTON	915
CHEATHAM	3,317	GIBSON	4,116	HUMPHREYS	1,830
CHESTER	1,191	GILES	2,262	JACKSON	941
CLAIBORNE	2,272	GRAINGER	1,794	JEFFERSON	4,925
CLAY	689	GREENE	6,102	JOHNSON	1,607
COCKE	3,012	GRUNDY	944	KNOX	33,706
COFFEE	4,841	HAMBLIN	5,262	LAKE	523





Assistant Commissioner  
East Tennessee  
Lorenza Wills  
865-594-9421  
5901 Lyons View Pike  
Knoxville, TN 37919



Regional Director  
East Tennessee  
Tim Forte  
423-587-7032  
1609 Walters State CC Drive, Unit 9  
Morristown, TN 37813  
***Supervises field offices and partners  
with 48 counties.***



TDVS Field Offices



State Veterans Cemeteries



State Veterans Homes

COUNTY	VETERAN POPULATION	COUNTY	VETERAN POPULATION	COUNTY	VETERAN POPULATION
LAUDERDALE	1,894	MORGAN	1,732	STEWART	2,048
LAWRENCE	2,769	OBION	2,608	SULLIVAN	14,385
LEWIS	864	OVERTON	1,719	SUMNER	13,490
LINCOLN	2,915	PERRY	670	TIPTON	6,113
LOUDON	5,333	PICKETT	526	TROUSDALE	649
MCMINN	4,339	POLK	1,471	UNICOI	1,958
MCNAIRY	2,776	PUTNAM	5,407	UNION	1,273
MACON	1,626	RHEA	2,725	VAN BUREN	504
MADISON	6,638	ROANE	5,400	WARREN	2,515
MARION	2,234	ROBERTSON	5,604	WASHINGTON	11,523
MARSHALL	2,286	RUTHERFORD	21,300	WAYNE	1,363
MAURY	6,987	SCOTT	1,543	WEAKLEY	2,564
MEIGS	1,159	SEQUATCHIE	1,087	WHITE	2,152
MONROE	3,482	SEVIER	7,491	WILLIAMSON	10,634
MONTGOMERY	27,379	SHELBY	55,255	WILSON	9,557
MOORE	602	SMITH	1,456	<b>TOTAL</b>	<b>503,675</b>

County	Veteran Population	Compensation Benefits FY 2015	Average Compensation Per Veteran FY 2015	Compensation Benefits FY 2014	Average Compensation Per Veteran FY 2014
ANDERSON	7,838	\$22,752,000	\$2,902	\$22,178,000	\$2,797
BEDFORD	3,249	\$10,836,000	\$3,335	\$10,870,000	\$3,346
BENTON	1,747	\$ 7,238,000	\$4,143	\$7,249,000	\$4,128
BLED SOE	900	\$ 2,581,000	\$2,867	\$2,585,000	\$2,879
BLOUNT	11,829	\$41,986,000	\$3,549	\$40,631,000	\$3,419
BRADLEY	8,249	\$25,318,000	\$3,069	\$24,579,000	\$2,972
CAMPBELL	2,984	\$22,162,000	\$7,426	\$22,741,000	\$7,583
CANNON	1,023	\$4,687,000	\$4,581	\$4,402,000	\$4,316
CARROLL	2,945	\$9,659,000	\$3,279	\$9,275,000	\$3,138
CARTER	5,502	\$25,200,000	\$4,580	\$25,519,000	\$4,585
CHEATHAM	3,317	\$11,999,000	\$3,617	\$12,109,000	\$3,667
CHESTER	1,191	\$3,826,000	\$3,212	\$3,676,000	\$3,066
CLAIBORNE	2,272	\$14,210,000	\$6,254	\$14,129,000	\$6,216
CLAY	689	\$1,975,000	\$2,866	\$1,987,000	\$2,913
COCKE	3,012	\$16,581,000	\$5,504	\$16,490,000	\$5,484
COFFEE	4,841	\$19,765,000	\$4,083	\$19,610,000	\$4,040
CROCKETT	1,007	\$4,124,000	\$4,095	\$3,856,000	\$3,784
CUMBERLAND	6,688	\$21,079,000	\$3,151	\$20,571,000	\$3,059
DAVIDSON	36,602	\$130,813,000	\$3,573	\$129,775,000	\$3,481
DECATUR	1,032	\$4,158,000	\$4,029	\$4,424,000	\$4,254
DE KALB	1,316	\$3,738,000	\$2,840	\$3,833,000	\$2,933
DICKSON	4,505	\$17,828,000	\$3,957	\$16,585,000	\$3,688
DYER	2,794	\$10,527,000	\$3,767	\$10,597,000	\$3,762
FAYETTE	3,873	\$6,533,000	\$1,687	\$6,433,000	\$1,679
FENTRESS	1,171	\$7,577,000	\$6,471	\$7,514,000	\$6,406
FRANKLIN	3,746	\$12,843,000	\$3,428	\$12,602,000	\$3,332
GIBSON	4,116	\$15,028,000	\$3,651	\$14,853,000	\$3,595
GILES	2,262	\$9,069,000	\$4,009	\$8,829,000	\$3,886
GRAINGER	1,794	\$7,359,000	\$4,102	\$7,509,000	\$4,200
GREENE	6,102	\$24,097,000	\$3,949	\$23,831,000	\$3,897
GRUNDY	944	\$4,034,000	\$4,273	\$4,048,000	\$4,243
HAMBLEN	5,262	\$21,133,000	\$4,016	\$22,205,000	\$4,208
HAMILTON	25,377	\$85,073,000	\$3,352	\$81,109,000	\$3,131
HANCOCK	519	\$1,751,000	\$3,374	\$1,891,000	\$3,672
HARDEMAN	2,195	\$6,193,000	\$2,821	\$6,295,000	\$2,854
HARDIN	2,343	\$8,269,000	\$3,529	\$8,368,000	\$3,556
HAWKINS	5,384	\$22,901,000	\$4,253	\$23,311,000	\$4,321
HAYWOOD	1,096	\$4,019,000	\$3,666	\$3,734,000	\$3,419
HENDERSON	1,988	\$6,309,000	\$3,173	\$6,328,000	\$3,198
HENRY	3,286	\$15,630,000	\$4,757	\$15,163,000	\$4,591
HICKMAN	2,234	\$6,345,000	\$2,840	\$6,293,000	\$2,840
HOUSTON	915	\$4,614,000	\$5,042	\$4,284,000	\$4,687
HUMPHREYS	1,830	\$6,780,000	\$3,705	\$6,855,000	\$3,748
JACKSON	941	\$2,389,000	\$2,539	\$2,478,000	\$2,667
JEFFERSON	4,925	\$19,904,000	\$4,041	\$20,593,000	\$4,201
JOHNSON	1,607	\$8,790,000	\$5,470	\$9,274,000	\$5,746
KNOX	33,706	\$107,975,000	\$3,203	\$108,096,000	\$3,177
LAKE	523	\$1,447,000	\$2,767	\$1,583,000	\$3,010

County	Veteran Population	Compensation Benefits FY 2015	Average Compensation Per Veteran FY 2015	Compensation Benefits FY 2014	Average Compensation Per Veteran FY 2014
LAUDERDALE	1,894	\$6,553,000	\$3,460	\$6,800,000	\$3,577
LAWRENCE	2,769	\$15,775,000	\$5,697	\$15,401,000	\$5,554
LEWIS	864	\$4,199,000	\$4,860	\$4,020,000	\$4,647
LINCOLN	2,915	\$10,012,000	\$3,435	\$9,122,000	\$3,123
LOUDON	5,333	\$17,558,000	\$3,292	\$17,357,000	\$3,271
MCMINN	4,339	\$16,953,000	\$3,907	\$17,669,000	\$4,066
MCNAIRY	2,776	\$10,120,000	\$3,646	\$10,103,000	\$3,657
MACON	1,626	\$4,631,000	\$2,848	\$4,640,000	\$2,871
MADISON	6,638	\$26,466,000	\$3,987	\$26,394,000	\$3,927
MARION	2,234	\$4,866,000	\$2,178	\$5,049,000	\$2,243
MARSHALL	2,286	\$8,430,000	\$3,688	\$8,348,000	\$3,657
MAURY	6,987	\$25,338,000	\$3,626	\$24,243,000	\$3,476
MEIGS	1,159	\$5,155,000	\$4,448	\$5,498,000	\$4,744
MONROE	3,482	\$15,116,000	\$4,341	\$15,397,000	\$4,437
MONTGOMERY	27,379	\$248,974,000	\$9,093	\$224,654,000	\$8,354
MOORE	602	\$1,019,000	\$1,693	\$884,000	\$1,478
MORGAN	1,732	\$5,410,000	\$3,124	\$6,031,000	\$3,482
OBION	2,608	\$8,200,000	\$3,144	\$8,554,000	\$3,259
OVERTON	1,719	\$6,716,000	\$3,907	\$6,926,000	\$4,031
PERRY	670	\$3,578,000	\$5,340	\$3,607,000	\$5,408
PICKETT	526	\$2,650,000	\$5,038	\$2,627,000	\$4,994
POLK	1,471	\$6,502,000	\$4,420	\$6,038,000	\$4,102
PUTNAM	5,407	\$22,637,000	\$4,187	\$23,055,000	\$4,258
RHEA	2,725	\$11,332,000	\$4,159	\$11,397,000	\$4,179
ROANE	5,400	\$20,221,000	\$3,745	\$19,986,000	\$3,669
ROBERTSON	5,604	\$24,184,000	\$4,315	\$21,944,000	\$3,940
RUTHERFORD	21,300	\$74,439,000	\$3,495	\$69,199,000	\$3,289
SCOTT	1,543	\$7,186,000	\$4,657	\$7,860,000	\$5,124
SEQUATCHIE	1,087	\$8,605,000	\$7,916	\$8,147,000	\$7,516
SEVIER	7,491	\$35,344,000	\$4,718	\$34,019,000	\$4,519
SHELBY	55,255	\$212,694,000	\$3,849	\$210,155,000	\$3,717
SMITH	1,456	\$3,834,000	\$2,633	\$3,873,000	\$2,671
STEWART	2,048	\$12,570,000	\$6,137	\$12,622,000	\$6,245
SULLIVAN	14,385	\$68,601,000	\$4,769	\$68,807,000	\$4,721
SUMNER	13,490	\$43,011,000	\$3,188	\$40,897,000	\$3,038
TIPTON	6,113	\$24,178,000	\$3,955	\$22,595,000	\$3,710
TROUSDALE	649	\$1,840,000	\$2,835	\$1,876,000	\$2,927
UNICOI	1,958	\$9,699,000	\$4,954	\$9,221,000	\$4,714
UNION	1,273	\$4,001,000	\$3,143	\$4,130,000	\$3,260
VAN BUREN	504	\$1,346,000	\$2,671	\$1,334,000	\$2,668
WARREN	2,515	\$11,719,000	\$4,660	\$11,080,000	\$4,323
WASHINGTON	11,523	\$65,231,000	\$5,661	\$64,855,000	\$5,617
WAYNE	1,363	\$3,638,000	\$2,669	\$4,208,000	\$3,085
WEAKLEY	2,564	\$7,395,000	\$2,884	\$7,481,000	\$2,891
WHITE	2,152	\$9,240,000	\$4,294	\$9,360,000	\$4,390
WILLIAMSON	10,634	\$28,012,000	\$2,634	\$27,214,000	\$2,559
WILSON	9,557	\$32,059,000	\$3,355	\$29,424,000	\$3,092
	<b>503,675</b>	<b>\$2,046,342,000</b>		<b>\$1,995,251,000</b>	



<b>County</b>	<b>Veteran Population</b>	<b>Education Benefits FY 2015</b>	<b>Education Benefits FY 2014</b>	<b>Education Benefits FY 2013</b>
ANDERSON	7,838	\$2,442,000	\$2,454,000	\$1,960,000
BEDFORD	3,249	\$1,032,000	\$978,000	\$749,000
BENTON	1,747	\$344,000	\$375,000	\$311,000
BLED SOE	900	\$178,000	\$182,000	\$78,000
BLOUNT	11,829	\$3,939,000	\$3,632,000	\$3,848,000
BRADLEY	8,249	\$2,576,000	\$2,679,000	\$2,232,000
CAMPBELL	2,984	\$557,000	\$570,000	\$460,000
CANNON	1,023	\$351,000	\$243,000	\$297,000
CARROLL	2,945	\$844,000	\$773,000	\$902,000
CARTER	5,502	\$871,000	\$1,108,000	\$964,000
CHEATHAM	3,317	\$1,625,000	\$1,775,000	\$1,762,000
CHESTER	1,191	\$341,000	\$449,000	\$334,000
CLAIBORNE	2,272	\$690,000	\$727,000	\$992,000
CLAY	689	\$93,000	\$89,000	\$75,000
COCKE	3,012	\$524,000	\$569,000	\$518,000
COFFEE	4,841	\$1,886,000	\$1,644,000	\$1,604,000
CROCKETT	1,007	\$247,000	\$263,000	\$138,000
CUMBERLAND	6,688	\$1,065,000	\$921,000	\$685,000
DAVIDSON	36,602	\$28,392,000	\$30,644,000	\$27,265,000
DECATUR	1,032	\$253,000	\$166,000	\$163,000
DE KALB	1,316	\$471,000	\$299,000	\$284,000
DICKSON	4,505	\$1,749,000	\$1,987,000	\$1,768,000
DYER	2,794	\$582,000	\$696,000	\$578,000
FAYETTE	3,873	\$645,000	\$570,000	\$512,000
FENTRESS	1,171	\$213,000	\$170,000	\$163,000
FRANKLIN	3,746	\$873,000	\$789,000	\$724,000
GIBSON	4,116	\$1,225,000	\$1,222,000	\$1,356,000
GILES	2,262	\$810,000	\$763,000	\$728,000
GRAINGER	1,794	\$296,000	\$391,000	\$338,000
GREENE	6,102	\$1,126,000	\$1,312,000	\$1,150,000
GRUNDY	944	\$122,000	\$156,000	\$144,000
HAMBLEN	5,262	\$1,217,000	\$1,506,000	\$1,241,000
HAMILTON	25,377	\$9,519,000	\$9,905,000	\$8,772,000
HANCOCK	519	\$23,000	\$18,000	\$35,000
HARDEMAN	2,195	\$334,000	\$352,000	\$356,000
HARDIN	2,343	\$337,000	\$314,000	\$324,000
HAWKINS	5,384	\$991,000	\$878,000	\$705,000
HAYWOOD	1,096	\$141,000	\$204,000	\$246,000
HENDERSON	1,988	\$341,000	\$357,000	\$385,000
HENRY	3,286	\$1,173,000	\$1,332,000	\$950,000
HICKMAN	2,234	\$540,000	\$483,000	\$377,000
HOUSTON	915	\$343,000	\$306,000	\$233,000
HUMPHREYS	1,830	\$456,000	\$500,000	\$371,000
JACKSON	941	\$211,000	\$196,000	\$131,000
JEFFERSON	4,925	\$1,284,000	\$1,267,000	\$1,145,000
JOHNSON	1,607	\$148,000	\$193,000	\$173,000
KNOX	33,706	\$19,370,000	\$17,434,000	\$15,635,000
LAKE	523	\$34,000	\$46,000	\$41,000

County	Veteran Population	Education Benefits FY 2015	Education Benefits FY 2014	Education Benefits FY 2013
LAUDERDALE	1,894	\$212,000	\$334,000	\$445,000
LAWRENCE	2,769	\$840,000	\$905,000	\$897,000
LEWIS	864	\$159,000	\$162,000	\$196,000
LINCOLN	2,915	\$634,000	\$694,000	\$742,000
LOUDON	5,333	\$1,489,000	\$1,446,000	\$1,357,000
MCMINN	4,339	\$1,085,000	\$1,291,000	\$1,048,000
MCNAIRY	2,776	\$470,000	\$487,000	\$398,000
MACON	1,626	\$184,000	\$128,000	\$110,000
MADISON	6,638	\$2,370,000	\$2,300,000	\$1,912,000
MARION	2,234	\$393,000	\$321,000	\$209,000
MARSHALL	2,286	\$548,000	\$626,000	\$489,000
MAURY	6,987	\$2,773,000	\$2,776,000	\$2,678,000
MEIGS	1,159	\$275,000	\$381,000	\$173,000
MONROE	3,482	\$ 707,000	\$826,000	\$682,000
MONTGOMERY	27,379	\$ 64,687,000	\$61,125,000	\$52,954,000
MOORE	602	\$127,000	\$133,000	\$29,000
MORGAN	1,732	\$342,000	\$303,000	\$231,000
OBION	2,608	\$472,000	\$573,000	\$561,000
OVERTON	1,719	\$341,000	\$420,000	\$455,000
PERRY	670	\$80,000	\$124,000	\$155,000
PICKETT	526	\$41,000	\$25,000	\$49,000
POLK	1,471	\$278,000	\$175,000	\$218,000
PUTNAM	5,407	\$2,832,000	\$2,698,000	\$2,255,000
RHEA	2,725	\$461,000	\$423,000	\$351,000
ROANE	5,400	\$1,194,000	\$1,353,000	\$1,060,000
ROBERTSON	5,604	\$3,801,000	\$3,370,000	\$2,850,000
RUTHERFORD	21,300	\$18,281,000	\$17,296,000	\$15,878,000
SCOTT	1,543	\$292,000	\$326,000	\$242,000
SEQUATCHIE	1,087	\$489,000	\$330,000	\$215,000
SEVIER	7,491	\$2,194,000	\$2,193,000	\$1,878,000
SHELBY	55,255	\$32,336,000	\$40,244,000	\$34,417,000
SMITH	1,456	\$279,000	\$350,000	\$400,000
STEWART	2,048	\$1,638,000	\$1,269,000	\$766,000
SULLIVAN	14,385	\$3,470,000	\$3,631,000	\$3,126,000
SUMNER	13,490	\$6,006,000	\$5,451,000	\$4,445,000
TIPTON	6,113	\$3,997,000	\$4,263,000	\$4,379,000
TROUSDALE	649	\$71,000	\$87,000	\$119,000
UNICOI	1,958	\$377,000	\$415,000	\$344,000
UNION	1,273	\$185,000	\$308,000	\$313,000
VAN BUREN	504	\$47,000	\$66,000	\$90,000
WARREN	2,515	\$646,000	\$539,000	\$507,000
WASHINGTON	11,523	\$5,109,000	\$5,366,000	\$4,506,000
WAYNE	1,363	\$206,000	\$216,000	\$198,000
WEAKLEY	2,564	\$1,134,000	\$943,000	\$971,000
WHITE	2,152	\$489,000	\$627,000	\$484,000
WILLIAMSON	10,634	\$4,382,000	\$3,892,000	\$3,239,000
WILSON	9,557	\$4,049,000	\$3,926,000	\$3,484,000
	<b>503,675</b>	<b>\$265,299,000</b>	<b>\$269,024,000</b>	<b>\$236,707,000</b>



## Department of **Veterans Services**

312 Rosa L. Parks Avenue

13th Floor

Nashville, TN 37243

(615) 741-2345

[www.tn.gov/veteran](http://www.tn.gov/veteran)

[www.NextChapterTN.gov](http://www.NextChapterTN.gov)



Tennessee Department of Veterans Services Authorization  
No. 323324, 5,000 copies, January 2017. This public  
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